



Technology Investment Council



State of Delaware
Technology Investment Council Meeting Minutes
September 15, 2015

Technology Investment Council Attendees

Name	Organization	Attendance	Represented by
James Collins	DTI	Present	
Mike Morton	Controller General	Present	Jackie Griffith
Ann Visalli	OMB Director	Present	
Mark Murphy	DOE	Excused	
Leo E. Strine, Jr.	Chief Justice	Present	Pat Griffin
James Canalichio	Dixon Valve & Coupling Co.	Present	
Dan Grim	University of Delaware	Present	
Ed Krupta	Burris Logistics	Excused	
Glenn Tascione	PNC Bank	Excused	

Call to Order

Chief Information Officer (CIO), James Collins called the September 15, 2015 TIC meeting to order at approximately 9:03 am.

Welcome

CIO James Collins welcomed everyone, and introductions were made at the Dover and Wilmington Video Teleconference (VTC) locations. TIC members' attendance was noted, as shown in the above table. Others in attendance included DTI Senior Staff, and DTI Managers.

Approval of Minutes

CIO James Collins asked if all the members received and reviewed the June 9, 2015 TIC meeting minutes and requested a motion to approve them. James Canalichio made a motion to approve the minutes, and Ann Visalli seconded the motion. With no opposition, the motion was carried.

Major Projects update

ICIS – Rick Geisenberger

The new system is referred to as DCIS. It went live over Labor Day weekend. There were some high and medium level severity issues still being worked through. The biggest issues are around distribution and registered agents. Everything seems correct until it goes to the agent, and then there are issues such as missing a page or incorrect filing fees. It's used by 32 agents that might not all be using the same system. DCIS is a web based system. Technical support is working on issues to get ahead of the curve. There are some minor issues such as incorrect font type. We are still hopeful that we can have the issues worked out in 30 days.

Question: How many staff are involved?

There are 50 staff people; the critical group is about 10 people who have been stretched the most.

Issues:

1. Timing out - #1 issue
 - o Looking at load balance
 - o Found root cause – and expect it to be fixed soon
 - o Training
 - o Patching
2. Distribution and package assembly
 - o War room in place to address issues

- Fast track to process the business through and then backtrack to find the issue
- 3. Credit card processing
- 4. Inconsistency with fees – figuring out root cause
 - Things worked in test, but now with thousands on the system, it's not working quite as we hoped
 - No way to model people around the country hitting the system at the same time

We will be monitoring the system for the next year. Once stabilized, we will begin addressing enhancements for the system. The partnerships has made the transition easier.

Question ~ What is the cost?

- The cost in the presentation is the vendor cost at \$18 Million but the chart does not accurately reflect the all in cost which is closer to 22 million.

CIO Update ~ James Collins

Ed Krupka from Burris Logistics has been appointed by the Governor to serve on the TIC council. The Governor is also working to fill the other vacancy on the council.

The Leadership team is working to develop a new internal strategic plan. I asked DTI Senior Team to determine if we are responsive to our customers' business needs; in technology there has to be separation of duties to make sure we are successful. We concluded our customers would be better served by re-aligning our teams; however this was not reorganization. These changes are mostly internal tuning that will benefit our customers.

- Security was moved under our Chief Security Officer to form a Security (SOC)
- HR and Audit are now under the Chief of Policy and Communications Office, and the Organizational Change Management (OCM) team has been reestablished
 - OCM manages change as a process and recognizes that projects deal with people.
- Combined other teams

Our Enterprise Architecture team is meeting with all the areas of government to update the statewide strategic plan that we are working on now.

FirstMap team –

- This new initiative pulled together all state GIS information from many different agencies to FirstMap
- The Team won an achievement award in GIS
- GIS greatly reduces storage and is an asset to the public by maintaining mapping information in one place

Operational Update ~ Parthiban Jayaraman

After Jan. 12, 2016, only the most recent version of Internet Explorer (IE v11) will receive technical support and security updates from Microsoft

- What does that mean?
 - Customers using versions 8, 9 or 10 should migrate to IE 11
 - Some current state apps/services only work with specific older versions of browsers so are compatibility issues
 - Approximately 10,000 desktops are currently running impacted versions
- IE11 Upgrades can be scripted centrally but only after applications are tested
- Vendors are generally less willing to support older versions

Windows 2003 –

- July 14th 2015 was the deadline; we couldn't complete all, but prioritized based on risk
- We have a compliance plan in place to complete them
- 348 servers have been remediated to date
- Servers running 2003 were categorized by probability of exposure and prioritized by risk
 - Priority 1 - Public facing - 0
 - Priority 2 - State domain – 41
 - Priority 3 - Internet based - 22
 - Priority 4 – DMZ - 43

Egress replaced Iron port -

- Provides secure messaging
- Real time revocation Audit trail

- Limited infrastructure needed
- Free for recipients to use
- Access data on the move File Transfer Adoption
- Currently 6000 state users
- It has stabilized since we first started using it
- We realized that we didn't do enough user training
- Egress is located in England, but all the content is stored in the US

IT Optimization (ITO) ~ Bob Rhodes

Office of Management & Budget

- PHRST Desktop Support
 - o Evaluation and Service Level Agreement under review by OMB

Department of Correction

- Partnering to upgrade 3 or 4 Prison phone systems
- Upgrade will lead to supplementing second level phone and network support

Department of State

- Migrating the State portal to a DTI managed environment
 - o Test environment to be available mid-September 2015

Delaware Department of Transportation

- Working through financials of server migrations to DTI managed environment

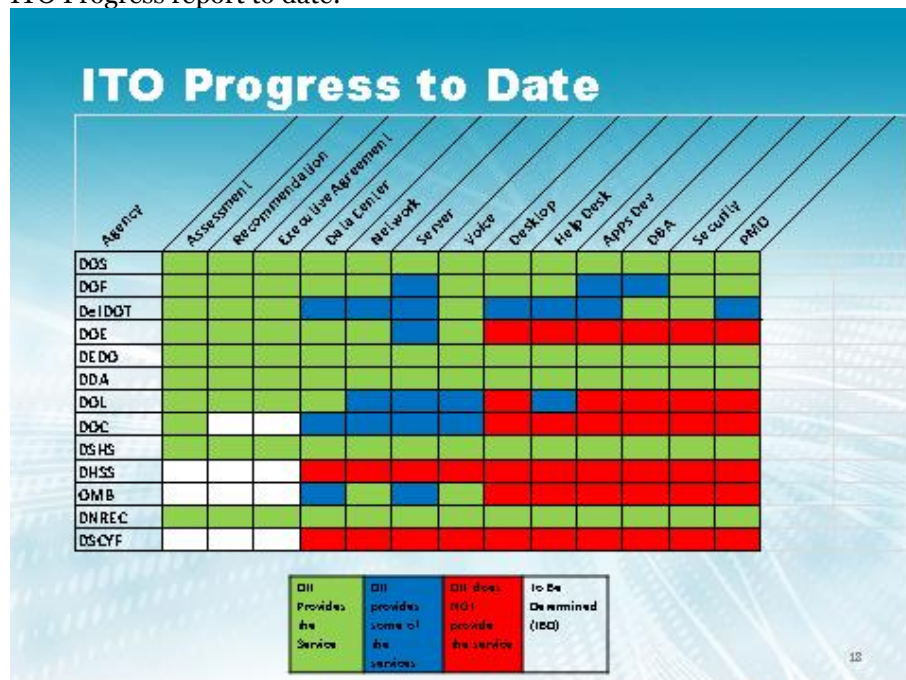
Department of Natural Resources

- Continue to refine relationship and address gaps
- Lessons learned – there were a lot of gaps that we are now filling
- We are transferring to ITO as a whole

Department of Safety & Homeland Security

- Migration of Division of Forensic Sciences
- Strategically allow the state to increase its expertise in the chain of custody issues
- body camera issues –
 - o storage
 - o there are 3 different pilots
 - o need to make sure we are all coordinated and the AG is aware
 - o lots of meetings to evaluate different tools
 - o AG, DSHS, DTI, and local police attending meetings
 - o some are technical – how/when turn on and off and where they are placed
 - o AG office is interested in the New Castle County pilot

ITO Progress report to date:



- We are focusing on what ITO does well
- We want to know what is strategic to the agencies
- We want to let the agencies do what they do best and have us support them
- We are focused on having all agencies we are engaged with to be fully ITO
- Working closely with the agency is what helps to make it a success (example ICIS)
- Bob has been reviewing lessons learned from previous initiatives

Question ~ What is PMO?

- Project Management Office

Question ~ The Fire Marshall and Fire School are not on the screen, but are they fully green (ITO)?

- That was recently finalized and yes the Fire Prevention Commission (Fire Services) is fully ITO.

Security Program~Elayne Starkey

Securing the Human Training

- 17000 state employees have completed the training and we are at 100%, usually we get to 97%/98%
- There was an Executive branch mandate, but all elected offices also completed it
- We reduced time commitment

October is National Cyber Security Month

1. 6th Annual Cyber Security Conference - day long educational event
2. CSAM starts 10/1
3. 4th grade presentations
 - a. go to all schools
 - b. public/private schools
4. Enterprise test -this is to recover critical services
5. Cyber Security focus - DEMA full scale exercise to simulate a state of emergency
6. CISSP Boot Camp – train and build skills of IT professionals across the state – 25 people

We are bringing back the Cyber Security bus wrap. The designs are under review, this is funded by Verizon foundation 100%.

Advisory Council

Department of Safety and Homeland Security (DSHS), Delaware National Guard (DNG), and DTI are working to create a public private group to share information back and forth and work on plans beyond the state agencies. There is more to come on this.

Business case Activity Summary

- We are still looking for ways to improve it
- We continue to work with agency IRMs to improve the process
- Streamlined the voting Process
 - o Since the last TIC meeting 47 business cases have been reviewed

Major Projects update

FACTS II

- Project is currently suspended per Secretary Ranji and CIO Collins
- 90 day gap analysis and technical assessment was completed in June
 - o Reflected significant gaps in end user requirements and system functionality
 - o Over 1500 gaps/defects captured and reflected in use cases
- We do not have a working system
- Need to provide the agency with alternatives
- We are deciding if we are staying with the current product/vendor or to go with a new product
- We are considering cloud based solutions
- Negotiations with the vendor are underway to determine next steps and alternatives
 - o We are working closely with Secretary Ranji
 - o Mike Myron, DTI PM, is on site and is working closely with the agency
 - o The agency will be able to make a decision going forward

- DTI will continue to be engaged with whatever decision is made
- All current processes are well defined, so we can have a vision and come up with a more efficient application
- FACTS I –It will be \$1 million to update it because we expected to be on FACTS II by now. On Oct. 1st 2016 we have to be on a system to meet Federal guidelines
- We stopped paying on Facts II until we can figure a path forward

Question ~ What is the budget?

- \$11 million in of the total of \$18 million
 - There is still a good portion of money left, and this is what is forcing us to make sure the state gets the most for its money and also trying to get what we already paid for

eSTAR –

The first pilot go live was changed to November 15th

- DTI, DOC, Kids and DHSS are the first agencies to use eStar
- We are working through one significant issue and we are working aggressively with the vendor on it

There were not any subjects discussed in the open discussion.

There were not any public comments.

Conclusion ~ James Collins:

James Collins informed the Council that the next scheduled TIC Meeting will be on December 8, 2015. It will be held in two video teleconference locations in Dover and Wilmington.

Adjournment – James Collins:

With no further business to be conducted, Pat Griffin made the motion to adjourn, and Ann Visalli seconded the motion. With no opposition, the motion was carried. The meeting was adjourned at approximately 10:32 am.

Respectfully submitted,
Ronda Ramsburg